Translation

CIVIL AVIATIN ADMINISTRATION OF THE REPUBLIC OF MOLDOVA

THE OPERATIONAL CIRCULAR LETTER

№ - 01 - 14/05/2008

Regarding on the implementation of Operational Control for Air Operators.

1. The present Operational circular is issued in accordance with the Law of the Republic of Moldova regarding civil aviation № 1237-XIII from July, 09, 1997, article 1j and Regulations about the Civil Aviation Administration of the Republic of Moldova № 1057 from 19.10.1998 and requirements of the *ICAO Annex I, Annex VI, ICAO Doc. 7192-AN/857 Part D-3, JAR OPS 1.195, ACJ OPS 1.195, JAR OPS 1.205, ACJ OPS 1.205, Appendix 1 to JAR-OPS 1/3.1045.*

2. The purpose of the operational circular is to improve the flight safety and efficiency of the flight operations.

3. The operational circular explicates the *JAR OPS 1.195, ACJ OPS 1.195, JAR OPS 1.205, ACJ OPS 1.205, Appendix 1 to JAR-OPS 1/3.1045.*

4. The Operators must establish the Operational Control System (OCS) using this Operational Circular as guidance material.

5. The operational circular is a significant amount of information giving guidance on the structure and implementation of OCS in various publications. While operators are encouraged to review this material and use all source of the *ICAO Annex I, Annex VI, ICAO Doc. 7192-AN/857 Part D-3, JAR OPS 1.195, ACJ OPS 1.195, JAR OPS 1.205, ACJ OPS 1.205, Appendix 1 to JAR-OPS 1/3.1045*

6. It is important to recognize that SMS are top down driven systems, which means that The Aircraft Operators are responsible for the implementation and continuing compliance of the OCS.

7. The present Operational circular letter is valid from the date of signature.

Acting Director General **Iurie ZIDU**

CIVIL AVIATION ADMINISTRATION REPUBLIC of MOLDOVA
FLIGHT OPERATIONS DIVISION

OPERATIONAL CONTROL SYSTEM

(GUIDANCE MATERIAL)

May 2008

1. Introduction

The purpose of this circular is to provide guidance on the implementing of Operational Control System / Flight Dispatch system (OCS/FDS) for Aircraft operators. The guidance is designed to give the reader basic information on OCS/FDS concept and the development of management and principles. The guidance assumes the reader has a sound understanding of OCS/FDS principles. There is significant amount of information giving guidance on the benefits, structure and implementation of the OCS/FDS. The information has been got from many different sources.

2. "Operational Control System"

2.1 Introduction

Operational control: The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of the safety of the aircraft and the regularity and efficiency of the flight.

Reasons Operational Control is Important. OCS/FDS Provides much better information to the Flight Crews and significantly reduces errors of judgment, Improves security provides economic benefits is to improve the flight safety, the greatest resource for each Airline are the people, if they are:

a) Highly Trained
b) Great Communicators (Internal & External)
c) Constant Networking Between Departments
d) Teamwork in Decision-making
e) Continuous Improvement Process
f) Information Management
g) New ICAO Requirement: SMS (Safety Management System)

Economic benefits of an effective OCS/FDS:

Fuel Savings

- More efficient flight planning around ATC delays and weather problems.

Increased Efficiency

- Better preflight planning to address operational problems. Examples: MELs, weather ahead, payload restrictions, airport issues, etc.

Fewer Diversions

- Better information before/during/arrival as well as when the flight proceeds and arrives in the area of its destination.
- Working closely with ATC and the flight crew to ensure they arrive safely and efficiently at the destination.

Fewer Cancellations

- Better pre-flight planning and dealing with operational issues well before departure.

Additional Benefits of an Effective Flight Dispatch System:

- Reduces pilot workload by providing up to date information and doing some tasks which the pilot will not have to do.
- Helps achieve optimum crew performance by them being fully aware of potential operational problems and their solutions before they become critical.

- Reduces operational errors.
- Saves crew resources, by keeping crews home when a delay is foreseen, prioritizing flights with ATC that have crews exceeding duty time limitations if they divert.
- An effective flight dispatch system improves operational processes and information provided to the crew and fits into the philosophy of the Safety Management System (SMS).
- It provides the best possible support to make sure the flight is conducted safety by focusing on the coordination between the Dispatcher and the flight deck, using all available resources within the airline.
- It provides a method for decision making based on risk management.
- Can reduce hull loss/fatality rates, which is important not just from a human values standpoint, but also from an insurance risk standpoint.

2.3 ICAO introduction of OCS and FDO.

2.3.1 ICAO Annex 6 Changes
(Amendment 30 to ICAO Annex 6, Part I Effective November 2006)

Amended Chapters 1, 3, 4 and 10

- New definition in Chapter 1 for flight operations officers / flight dispatchers

Flight Operations Officer / Flight Dispatcher – Any person designated by the operator to engage in the control and supervision of flight operations, whether licensed or not in accordance with Annex 1, who supports, briefs, or assist the pilot-in-command in the safe conduct of the flight.

- New standard in Chapter 10 that specifies minimum requirements to be met by those who are engaged in supervision of flight operations but who are not holders of licenses issued in accordance with Annex 1.

- New definition in Chapter 1 for flight operations officers / flight dispatchers

- New standard in Chapter 3 that assigns operational control responsibility to a flight operations officer / flight dispatcher

- New standard in Chapter 10 that specifies minimum requirements to be met by those who are engaged in supervision of flight operations but who are not holders of licenses issued in accordance with Annex 1.

➢ A significant revision to another Chapter 10 Standard that requires flight operations officer / flight dispatchers, licensed or not, to successfully complete an operator-specific training course that addresses all the components of the operator's "method of control and supervision of flight operations."

2.3.2 ICAO Requirements

Assigns operational control responsibility to a Flight Operations Officer / Flight Dispatcher:

a) An operator or designated representative shall have responsibility for operational control.
b) Responsibility for operational control shall be delegated to a flight operations officer/flight dispatcher (PIC).
c) Emergency situations

Duties of flight operations officers/flight dispatchers:

a) Assist pilot-in-command in flight preparation and provide relevant information.
b) Assist pilot-in-command in preparing/filing operational and ATS flight plans.
c) Furnish pilot-in-command while in flight with information necessary for the safe conduct of flight.
d) In the event of an emergency, Initiate such procedures as outlined in the operations manual.

A flight operations officer/flight dispatcher shall avoid taking any action that would conflict with the procedures established by:

a) air traffic control;
b) the meteorological service; or
c) the communications service.

A flight operations officer/flight dispatcher, when employed in conjunction with an approved method of flight supervision requiring the services of licensed flight operations officers/flight dispatchers shall be licensed in accordance with the provisions of Annex 1.

A flight operations officer/flight dispatcher should not be assigned to duty unless that officer has:

Demonstrated to the operator a knowledge of:

1. the contents of the operations manual described in the Appendix;
2. the radio equipment in the helicopters used; and
3. the navigation equipment in the helicopters used;

Demonstrated to the operator a knowledge of the following details concerning operations for which the officer is responsible and areas in which that individual is authorized to exercise flight supervision:

1. the seasonal meteorological conditions and the sources of meteorological information;
2. the effects of meteorological conditions on radio reception in the helicopters used;
3. the peculiarities and limitations of each navigation system which is used by the operation; and
4. the helicopter loading instructions;

Satisfied the operator as to knowledge and skills related to human performance as they apply to dispatch duties; and

Demonstrated to the operator the ability to perform the duties specified in "Duties of flight operations officers/flight dispatchers"

A flight operations officer/flight dispatcher assigned to duty should maintain complete familiarization with all features of the operations which are pertinent to such duties, including knowledge and skills related to human performance.

Note — *Guidance material to design training programmes to develop knowledge and skills in human performance can be found in the Human Factors Training Manual (Doc 9683).*

A flight operations officer/flight dispatcher should not be assigned to duty after 12 consecutive months of absence from such duty, unless the provisions of 2.3.2.5 (ICAO Annex 6 Ch.8. 8.2) are met.

A flight operations officer/flight dispatcher, when employed in conjunction with an approved method of flight supervision requiring the services of licensed flight operations officers/flight dispatchers, shall be licensed in accordance with the provisions of Annex 1.

A flight operations officer/ flight dispatcher should not be assigned to duty unless that officer has:

a) made within the preceding 12 months, at least a one-way qualification flight on the flight deck of an aeroplane over any area in which that individual is authorized to exercise flight supervision. The flight should include landings at as many aerodromes as practicable;

b) demonstrated to the operator a knowledge of:

1. the contents of the operations manual described in Appendix 2 ICAO;
2. the radio equipment in the aeroplanes used; and
3. the navigation equipment in the aeroplanes used;

b) demonstrated to the operator a knowledge of the following details concerning operations for which the officer is responsible and areas in which that individual is authorized to exercise flight supervision:

1. the seasonal meteorological conditions and the sources of meteorological information;
2. the effects of meteorological conditions on radio reception in the aeroplanes used;
3. the peculiarities and limitations of each navigation system which is used by the operation; and
4. the aeroplane loading instructions;

c) demonstrated to the operator knowledge and skills related to human performance relevant to dispatch duties; and

d) demonstrated to the operator the ability to perform the duties specified in 4.6. Annex 6 ICAO

Note:
Guidance on the composition of such training syllabi is provided in ICAO Doc 7192-AN/857, Flight Operations Officers/Flight Dispatchers (Part D-3)